



ESSENTIAL SERVICES FOR MOTOTRBO™ TWO-WAY RADIOS & REPEATERS

MAINTAINING OPERATIONAL CONTINUITY WITH THE LATEST
SOFTWARE UPDATES & REPAIR SUPPORT

The advanced capabilities of your MOTOTRBO platform ensures communications are safe, clear and reliable across your enterprise. Keep your two-way radios and repeaters up to date, and secure with Essential Services for MOTOTRBO. With Essential Services, you have access to software updates to protect your two-way radios and repeaters.

Be confident in the optimal performance of your equipment investment, ensuring maximum productivity.

ACCESS TO LATEST FIRMWARE

Software updates ensure continuous security, performance and enhanced functionality of your two-way radios and repeaters by getting access to MOTOTRBO certified and tested release software updates and upgrades. Regular release software updates protect and enhance operations to extend the lifespan of your MOTOTRBO hardware. Invest in planned updates to minimize unforeseen costs and service disruptions.

ESCALATED REMOTE TECHNICAL SUPPORT

Through Motorola's authorized Partners, you can gain access to our experienced Technologists who are available 8x5, Monday-Friday who provides escalated support to help isolate and resolve issues relating to MOTOTRBO hardware.

REPAIR SERVICES

Our two-way radios and repeaters are built for superior performance. With expert hardware repair, all equipments are returned to factory specifications. Our service centers are certified to comply with ISO9001 and TL9000.



AUSTRALIA - MOTOTRBO SERVICES

AT-A-GLANCE

DEVICE & INFRA	MODEL	NEW SALES			EXISTING HARDWARE			
		INCLUDED	OPTIONAL		WITHIN 3 MTHS OF HW PURCHASE		FOR ELIGIBLE INSTALL BASE HARDWARE	
MID TIER	DP2XXXe, SL2600	5Y ESSENTIAL	5Y ESSENTIAL WITH ACCIDENTAL DAMAGE	5Y ESSENTIAL WITH COMPREHENSIVE COVERAGE	5Y ESSENTIAL WITH ACCIDENTAL DAMAGE	5Y ESSENTIAL WITH COMPREHENSIVE COVERAGE	3Y ESSENTIAL LITE	FLAT RATE REPAIR
PRO TIER	DM4XXXe, SL4XXXe [^] DP3XXXe, DP4XXXe							
SPECIALTY	DP4XXX Ex							
REPEATER	SLR1000 SLR5500 SLR8000	5Y ESSENTIAL LITE	5Y ESSENTIAL		5Y ESSENTIAL		3Y ESSENTIAL LITE	FLAT RATE REPAIR
CAPMAX	CMSS Server	CONTACT YOUR MOTOROLA SALES REPRESENTATIVES FOR CUSTOMISED SERVICE COVERAGE ON INFRASTRUCTURE						

SERVICE PACKAGES AT A GLANCE	ESSENTIAL	ESSENTIAL WITH ACCIDENTAL COVERAGE	ESSENTIAL WITH COMPREHENSIVE COVERAGE	ESSENTIAL LITE	FLAT RATE REPAIR
Access to latest firmware	✓	✓	✓	✓	
8x5 Escalated Remote Technical Support For Distri/Dealers; AEDT 9am-5pm M-F; NZST 10am-6pm M-F	✓	✓	✓	✓	
MyView Portal For Distri/Dealers	✓	✓	✓	✓	
Normal Wear & Tear*	✓	✓	✓		ONE-OFF
2-way Shipping for Repair	✓	✓	✓		✓
Accidental Breakage		✓	✓		
One free battery 1 time over contract term			✓		

NOTE:

- SFS offers will be retired upon Essential services launch
- Service packages available for purchase by Distri/Dealers only. Customers can only purchase Flat Rate Repair service.
- Eligible hardware refers to hardware that are not cancelled or end-of-life and can support firmware updates/upgrades implementation. In the case of flat rate repair, it refers to those hardware that fulfills the criteria for repair work to be done.

* In-house repair time measures repair time at the Repair Depot and is targeted to complete within 90% of the time (10D for Essential, 7D for Accidental Damage & Comprehensive Coverage). In-house repair time does not include shipping/custom clearance time.

[^] Aftermarket Services packages are not available for sale for cancelled/end of life hardware. The last order date of 29 Oct 2021 for this device is also the last order date for aftermarket service packages.

MAXIMIZING TWO-WAY RADIO AND REPEATER PERFORMANCE

THE REWARD

Essential Services for MOTOTRBO two-way radios and repeaters will provide you with a reliable approach to protect your investment through expanded software capabilities and improved reliability and security.

THIS ENABLES YOU TO:

- Protect your investment through access to new software features as they are developed.
- Run new functionality, often without any additional hardware investment.
- Enhance your availability and stability of radio and repeaters.
- Extend the life of your radios and repeaters.



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